

Accessibility Statement

At **Elemis**, our mission is to deliver skin wellness and self-care for every body, every day. That mission extends beyond our products—it shapes how we design our digital experiences. We're committed to ensuring our website and online services are accessible, inclusive, and welcoming.

This Statement applies to the Elemis website (www.elemis.com)

Our Commitment

We are actively working to improve the accessibility and usability of our digital assets in alignment with Web Content Accessibility Guidelines (WCAG) 2.1, Level AA. Accessibility is not a one-time project—it is an ongoing journey, and we are continuously evaluating and enhancing our platforms to meet evolving standards and user needs.

We aim to reach full compliance and regularly test and improve our platforms in alignment with EN 301 549 as required under the European Accessibility Act (Directive (EU) 2019/882)

Measures We Are Taking

- Partnering with accessibility experts to conduct audits and identify areas for improvement.
- Implementing accessible design principles in our UX and development processes.
- Training our internal teams on best practices for inclusive digital content.
- Engaging third-party tools and assistive technologies to support broader usability.

Continuous Improvement

We recognise that accessibility is dynamic and technologies evolve. To maintain and improve accessibility, we are committed to regular testing, updates, and enhancements. This includes applying user feedback and monitoring industry developments to guide our strategy.

Feedback & Contact

If you experience difficulties accessing content on our site or have suggestions on how we can improve, we want to hear from you. Please get in touch with our Customer Care team in the U.S. at:

✉ Email: compliance@elemis.com

Enforcement Procedure

If you are not satisfied with our response, you may lodge a complaint with the relevant EU national enforcement authority in your country of residence. Contact information is available at: <https://ec.europa.eu/social/accessibility-complaints>

This statement was prepared on: 9th June 2025

Last reviewed on: 9th June 2025

We value your input and are committed to making the Elemis digital experience as seamless and inclusive as possible for everyone.